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Consumer Communications and Networking Conference, 2004. CCNC 2004. First IEEE , 5-8 Jan. 2004

Pages:662 - 664

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Systems, Man and Cybernetics, Part A, IEEE Transactions on , Volume: 33 , Issue: 3 , May 2003

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[\[Abstract\]](#) [\[PDF Full-Text \(812 KB\)\]](#) IEEE JNL3 **A queueing model for call blending in call centers***Bhulai, S.; Koole, G.;*

Automatic Control, IEEE Transactions on , Volume: 48 , Issue: 8 , Aug. 2003

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[\[Abstract\]](#) [\[PDF Full-Text \(308 KB\)\]](#) IEEE JNL4 **Routing heuristics for multi-skill call centers***Koole, G.; Pot, A.; Talim, J.;*

Simulation Conference, 2003. Proceedings of the 2003 Winter , Volume: 2 , 7-10 Dec. 2003

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[\[Abstract\]](#) [\[PDF Full-Text \(336 KB\)\]](#) IEEE CNF5 **Modelling and simulation of a telephone call center***Pichitlamken, J.; Deslauriers, A.; L'Euey, P.; Avramidis, A.N.;*

Simulation Conference, 2003. Proceedings of the 2003 Winter , Volume: 2 , 7-10 Dec. 2003

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EAST 09/692,575
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-	✓ 1	ATM OR (asynchronous ADJ1 transfer ADJ1 mode\$1) OR (frame ADJ1 relay\$1)	USPAT	2004/05/20 09:05
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-	41770	ATM OR (asynchronous ADJ1 transfer ADJ1 mode\$1) OR (frame ADJ1 relay\$1)	USPAT	2004/05/20 09:07
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-	✓2	6512818.URPN.	USPAT	2004/05/20 11:35
-	✓8	6327363.URPN.	USPAT	2004/05/20 11:43
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-	✓61	((voice ADJ1 response\$1 ADJ1 unit\$1) OR VRU OR (interactive ADJ1 voice ADJ1 response) IVR) SAME (ATM OR (asynchronous ADJ1 transfer ADJ1 mode\$1) OR (frame ADJ1 relay\$1))	USPAT	2004/05/20 12:06